

# FFT Monthly Summary: August 2022



Over Wyre Medical Centre  
Code: P81087

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	7	1	1	2	0	0	0	0	50	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at [cqrsservicedesk@gdit.com](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients: 90

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	7	1	1	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	7	1	1	2	0	50
Total (%)	78%	14%	2%	2%	4%	0%	100%

Summary Scores

👍 92%

👎 6%

👉 2%

## NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

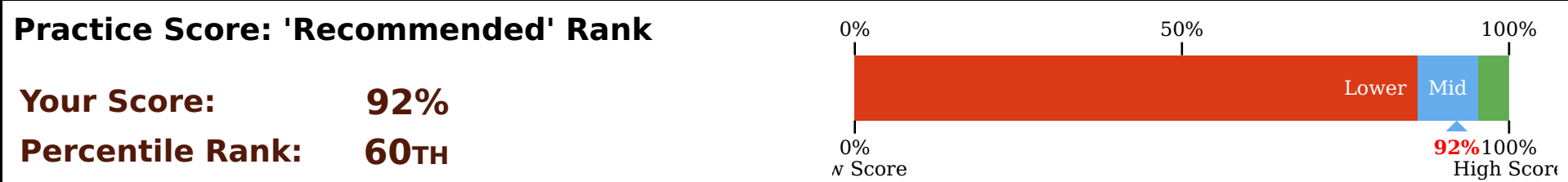
Recommended (%) = 
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

Not Recommended (%) = 
$$\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

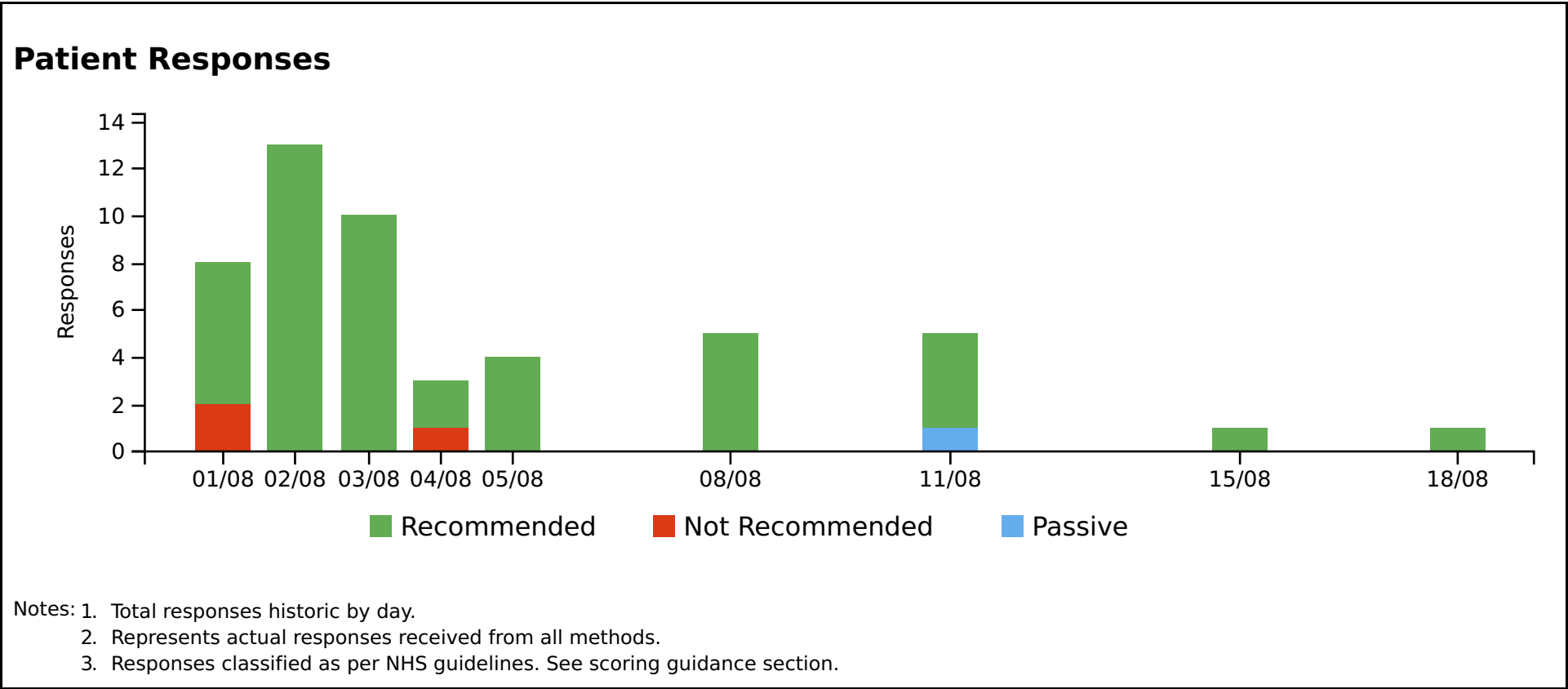
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3  
Practice Scoring



SECTION 4

Patient Response Analysis



## SECTION 5

### Patient Free Text Comments: Summary

### Thematic

Reception Experience	5
Arrangement of Appointment	4
Reference to Clinician	16

Notes: 1. Thematic analysis for current reporting month.

2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.

3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

### Tag Cloud

## Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.  
2. Classification based on initial response to Q1 rather than content of message.  
3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

## Recommended

- ✓ Last week I had a telephone consultation and believe the photograph could not show the extent of the problem. This week as it had got worse I was able to see a person and discuss the matter more fully.
- ✓ *Dr actually listened to me and was pro-active with my treatment. Ex Ex*
- ✓ I saw Elaine today who listened to me and took on board my concerns
- ✓ *Because I was asked in a message*
- ✓ The doctor was very understanding of the problems I put forward, appointment on time could not have wished for better.
- ✓ *Doctor was kind, listened, and very patient. He formulated a plan for the way forward to address my medical issues.*
- ✓ The nurse was extremely kind and helpful
- ✓ *Lynn who I saw was very friendly and efficient and I wasn't made to wait.*
- ✓ The nurse/HCA explained everything clearly. She told me I'd be invited to another appointment with the pharmacist. That appointment, in just over a week's time, was arranged within the hour.
- ✓ *Quick and efficient*
- ✓ The staff are very good and professional
- ✓ *Because the Nurse was lovely*
- ✓ The length of time it takes to get a face to face appt.
- ✓ *Dr Hopkins a very good doctor Very easy to talk to*
- ✓ Staff polite and friendly and professional manner
- ✓ *Was in for a very delicate procedure. Made to feel so welcome and put at ease throughout. Talked through the whole process and asked throughout if I was feeling ok. Amazing service*
- ✓ I was well informed before the procedure, treated with understanding and respect.
- ✓ *Very thorough examination it was nice to feel listened to good visit*
- ✓ The appointment was on time and the doctor was able to advise me on a range of minor issues- very helpful and friendly
- ✓ *The doctor I saw is always nice and listens to me.*
- ✓ The service was quick and the Doctor was helpful and listened to my problems with a reaction and understanding of my condition. Very tactile and quick with my response to her questions
- ✓ *You asked me*
- ✓ exceptional service
- ✓ *Because Sister Bailey and the receptionist were very friendly and helpful*
- ✓ The doctor I seen today , looked at me . Listened. And the advice he gave was good told me what I had. explained everything to me . Just felt I had seen a doctor and not wasted my time .
- ✓ *Always had a very positive experience at OWMC*
- ✓ Because the service is always good
- ✓ *The reason I gave a 2 instead of a 1 is the length of time you have to wait for an appointment. Excellent once you get to see someone.*
- ✓ Medical centre was clean, check in was easy, waiting room was clean and tidy, didn't have to wait long, Dr Totty very polite and helpful
- ✓ *Because we have very good care*
- ✓ My doctor was very helpful and understanding and the staff at the pharmacy counter were extremely helpful
- ✓ *The doctor was very thorough and excellent bedside manner*
- ✗ Just had a review with the copd nurse. She was really good and helpful.

## Not Recommended

- ✓Your reception staff very rude  
✓The time it took to get my antibiotics after a swab test it only made my Heath worse causing me more pain and the time it has taken them to get me a referral animals do not need to suffer like this@ this

## Passive

- ☒ I was treated nicely and politely. I got the information required for my needs.

